

From: Dana Norton
To: Microsoft ATR
Date: 1/7/02 6:29pm
Subject: User opinion

Gentlemen:

As a user of the only available operating system, I am highly insulted by Microsoft's attitude. Windows is a monopoly because the software required for my appraisal business is simply not available for Apple or Linux. Not because Windows is a better environment, but because of Microsoft's predatory practices.

I was employed by IBM in 1961, thus am familiar with the Consent Decree signed by that monopoly. While I was loyal to the company, I was also familiar with the heavy-handed tactics employed which artificially maintained that monopoly.

I see the same techniques employed by Microsoft. Every time a successful competing product appears, Microsoft does one of four things:

1. Re-write the OS so that the offending program won't run, or;
2. Buys the offending company, generally killing it, or;
3. "Sells" a competing program at little or no cost, or;
4. Pressures it's large customer's (manufacturers) into not offering the offending program by predatory pricing or threats of actions which would put the manufacturer out of business.

If Justice had not acted forcefully with IBM, a personal computer today, including software would probably cost in the neighborhood of \$35,000.

Microsoft must be broken up into, at a minimum, an operating system company and an application software company. Additionally, the heavy-handed tactics employed by Microsoft, outlined above, should be vigorously punished.

Sincerely,
Dana L. Norton, IFA